

# Objection Management



## OVERVIEW

- Convenient generation of standard answers for optimised processing
- Digital integration of hearing authorities such as district administrative offices
- Digital integration of legal departments and relevant divisions
- Schedule management for monitoring compliance with processing times and deadlines
- Automatic generation of response letter in Word and PDF files
- Archiving of signed reply letters in PDF format

Citizens are becoming more and more involved in planning approval and consultation procedures for new infrastructure projects. The planning, organisation and execution of consultation procedures is a mammoth task, and these can easily receive anywhere from several hundred to thousands of objections with a variety of individual question topics. With tailored processes, intelligent search functions for standard objections and simultaneous processing by different divisions, EPLASS saves project participants time and money. The Objection Management module represents a logical upgrade to EPLASS Professional for the controlled processing of objections.



## The most important functions

- Clear organisation of objections using QR code label on each objection
- Dedicated project email address, e.g. objection-projectXY@eplass.com
- Intelligent fuzzy search for the optimisation & automation of response generation – standard objections are identified and colour coded
- Link to Google Maps for display of addresses on a map (distance from construction project)
- Workflow-based processing and answering of objections; central legal review of responses
- Splits objections up into individual questions and forwards these individually to the relevant divisions

The overall design of the route, all the tunnels and bridges of the railway project VDE 8 from Nuremberg via Erfurt, Leipzig and Halle to Berlin within a project worth more than 10 billion euros is reviewed and organised using EPLASS.

Also used for the Fehmarn belt rail link

